

STATE BOARD OF EMBALMERS AND FUNERAL DIRECTORS YEAR END REPORT

Information Based On Fiscal Year

ACTIVE LICENSEES/REGISTRATIONS	2009	2010	2011	2012	2013
Embalmers	1127	1063	1104	1051	1091
Funeral Directors	2347	2204	2285	2168	2241
Limited Funeral Directors	14	22	24	19	23
Funeral Establishments	696	681	685	679	690
Preneed Providers	612	569	575	576	578
Preneed Sellers	349	337	331	331	328
Preneed Agents		148	179	198	196
Preneed Funeral Director Agents		971	987	972	964
Retired Embalmers	0	15	0	24	0
Retired Funeral Directors	1	34	0	53	0
Temporary Embalmers	0	0	0	0	0
Temporary Funeral Directors	0	0	0	0	0
Total	5145	5995	6170	6071	6111

LICENSES/REGISTRATIONS ISSUED	2009	2010	2011	2012	2013
Embalmers	34	38	26	31	29
Embalmer Apprentices				25	25
Embalmer Practicums				34	36
Funeral Directors	60	56	63	35	66
Limited Funeral Director	2	8	2	0	4
Funeral Director Apprentices				73	83
Temporary Funeral Director	0	0	0	0	0
Funeral Establishments	24	30	33	37	28
Preneed Sellers		339	12	13	11
Preneed Providers		574	33	25	21
Preneed Agents		148	66	65	44
Preneed Agent Funeral Directors		971	65	37	34
Total	120	2164	300	375	381

EXAMINATION ADMINISTRATION	2009	2010	2011	2012	2013
Missouri Law Examinations	143	329	215	216	237
State Board Arts Examinations	77	72	60	50	105
Embalmer Oral Examinations <i>(no longer required)</i>	24	18	8	3	0

INSPECTIONS	2009	2010	2011	2012	2013
Inspections	699	678	739	708	712
Cited Violations	38	156	112	131	100

COMPLAINTS	2009	2010	2011	2012	2013
Consumer Complaints	127	44	91	47	53
Complaints - Board Initiated		2	25	22	28
Investigations - Board Initiated		44	21	13	13
Denials		12	1	0	0

<u>DISCIPLINE ACTIONS</u>	2009	2010	2011	2012	2013
Revocation	0	16	3	6	1
Suspension	1	0	14	23	11
Suspension per § 324.010	12	0	23	8	16
Probation	3	15	9	18	28
Censure	2	0	1	0	0
Board Permanent Injunction	0	0	0	0	0
Restraining Order, Stipulated Agreement	6	0	0	0	0
Voluntary Surrender		1	0	0	1
Total	24	32	50	55	57

Information Based on Annual Reporting Year

<u>PRENEED SELLER ANNUAL REPORTING</u>	2009	2010	2011	2012	2013
Number of preneed contracts reported sold	12,504	15,209	14,269	14,858	15,307
Amount a face value of preneed contracts reported sold	\$53,703,160.13	\$66,780,707.02	\$68,882,512.29	\$74,641,101.80	\$118,108,725.90
Amount of annual reporting fees collected (\$2 per contract through 2009/ \$36 per contract beginning 2010)	\$25,008.00	\$547,524.00	\$513,684.00	\$534,888.00	\$551,052.00